

LEARNER COMPLAINTS POLICY

REFERENCE

Awarding Body Requirements

PURPOSE

1. All CADUK learners have the right to complain if they are not happy with the way a RQF accredited qualification has been assessed, delivered or awarded.

A *complaint* is concern about a service, or lack of service, provided by the centre to learners.

Complaints could be about:

- Learner registration issues
- Learner assessment issues
- Learners assessment malpractice issues
- Learner certification issues
- Learner equal opportunities and diversity issues
- Learner Safety issues
- Learner customer service (this includes administrative procedures) issues
- Learner quality assurance (this includes moderation and internal and external verification) issues
- Staff & Learner Malpractice

APPLICABILITY

2. This leaflet is applicable to all CADUK learners, assessors, IV's and CM's.

RESPONSIBILITY

3. The MD is responsible for developing this process.

PROCESS

4. The following steps are to be followed if a learner wishes to complain against an assessment decision or complain because of any equal opportunity issue:

- a. The learner should first discuss the reason for the complaint with the Assessor if at all possible.
- b. If the learner is not satisfied with the Assessor's final decision a complaint should be made using the Complaints Form.

- c. The Internal Verifier (IV) should inform the QAC that an appeal or complaint has been lodged within 5 working days.
- d. If the learner is not satisfied with the findings of the IV (findings to be given to the learner within 10 working days of receipt) then the complaint may be referred to the Complaints Panel who will be made up of individual/s within the Company who are in a position to be objective about the situation.
- e. Learners on regulated qualifications can complain directly to Awarding Body once they have exhausted the centre's and complaints procedure.
- f. If the learner is still not satisfied he/she can complain directly to the OFQUAL. The QAC will provide the learner with all the necessary information upon request.
- g. The QAC should inform the EV that a complaint has been made during EQA visits.

Note

Comprehensive records will be made of any complaints and subsequent actions and findings in line with Awarding Body Guidance.

QUALITY RECORD

5. Complaints Log

Centre Learner Complaints Form

Centre Name:			
QCF Title and Level:			
Learner Name:			
Learner Issue:			
Assessors Name:			
Internal Verifiers Name:			
Complaints Panel Name(s):			
External Verifier Name:			
Learner Summary of reason for a complaint TO BE COMPLETED BY THE LEARNER			
Learner Signature:		Date:	
Assessors Summary of situation TO BE COMPLETED BY THE ASSESSOR			
Assessors Signature:		Date:	
Internal Verifiers comments TO BE COMPLETED BY THE INTERNAL VERIFIER			
Internal Verifier Signature:		Date:	
Complaints Panel comments TO BE COMPLETED BY A MEMBER OF THE COMPLAINTS PANEL			
Appeals Panel Signature:		Date:	
External Verifier comments TO BE COMPLETED BY THE EV			
Quality Consultant Signature:		Date:	